



24 HOUR COVERAGE

PURPOSE

The purpose of 24 Hour Monitoring is to assure provider compliance with the HC (Coordinated Care) Provider Agreement, the approved HC Waiver, and Federal regulations at CFR 438.

Healthy Connections (Coordinated Care) Provider Agreement Language:

2.3 Availability. PROVIDER shall maintain reasonable and adequate hours of operation. PROVIDER shall make available 24-hour, 7 days per week access by telephone to a live voice or answering machine (which provides information to ENROLLEES on how to contact via telephone, an on-call medical professional) so referrals may be made for non-emergency services or information may be given about accessing services or about medical problems during non-office hours.

Code of Federal Regulations 42 CFR 438.6(k)

A PCCM contract must meet the following requirements:

(1) Provide for reasonable and adequate hours of operation, including 24-hour availability of information, referral, and treatment for emergency medical conditions.

Examples of acceptable after hours coverage:

1. Answering service that refers the patient to an on-call medical professional.
2. Hospital based "Ask a Nurse" service.
3. An answering machine that directs the patient to a phone number where a medical professional can be reached (on call physician or nurse) or a beeper number.
4. Call the local emergency department with an arrangement that the ED will contact the physician or the physician on call.